



COUNTY OF SAN DIEGO

Great Government Through the General Management System – Quality, Timeliness, Value
DEPARTMENT OF HUMAN RESOURCES

CLASS SPECIFICATION

CLASSIFIED

MENTAL HEALTH PROGRAM MANAGER

Class No. 004108

■ CLASSIFICATION PURPOSE

Under direction, to design, implement, supervise, and manage assigned mental health programs; and to perform related work as required.

■ DISTINGUISHING CHARACTERISTICS

Incumbents in this class provide first-line supervision for professional and para-professional staff assigned to mental health programs designed to evaluate or provide treatment for mental health clients or a target group or population. This class differs from the Mental Health Inpatient Program Manager in that the latter has administrative and programmatic responsibilities over psychiatric, psychological and social work services of a mental health inpatient unit, whereas the Mental Health Program Managers are assigned to the Health and Human Services Agency's regional outpatient clinics and to county-wide mental health programs and facilities.

■ FUNCTIONS

The examples of functions listed in the class specification are representative but not necessarily exhaustive or descriptive of any one position in the class. Management is not precluded from assigning other related functions not listed herein if such duties are a logical assignment for the position.

Essential Functions:

1. Supervises, trains, reviews, and evaluates the work of professional and paraprofessional employees and interns; reviews cases and client evaluations with assigned staff and provides direction and guidance.
2. Prepares and reviews charts and reports; develops forms and monitors collection of statistical data.
3. Conducts needs assessments, defines and addresses training issues, and sets goals for programs.
4. Conducts meetings with professional and support staff to review and discuss client cases, develop treatment plans, and assign projects.
5. Interacts with quality control staff to ensure that treatments plans and programs for clients are appropriate and up-to-date.
6. Coordinates activities with other governmental or private agencies which provide services to mental health clients; coordinates assigned program services with care coordinators and staff from other programs.
7. Provides resource information, education, and consultation to representatives of clinic programs, outside agencies, community groups, or the general public.
8. Meets with leaders of the community to exchange information, resolve problems, and assess needs of the public pertaining to mental health services.
9. Participates on task forces or committees and attends meetings with other mental health professionals to resolve problems and to ensure continuity of services.
10. Conducts individual and group therapeutic sessions, diagnostic interviews, case consultation sessions, and assessments.
11. Provides crisis intervention and brief therapy to clients; evaluates existing treatment plans/programs for a particular group or population.
12. Monitors budget for assigned mental health programs to ensure that expenditures stay within allocated limits.
13. Develops and implements policies and procedures pertaining to mental health programs.
14. Prepares annual program plans and forecasts service levels to be delivered.

15. Evaluates mental health programs to determine if the quality of services are meeting goals and objectives; monitors quality of care, caseload of staff, and number of clients and types of services delivered; makes recommendations to regional managers pertaining to changes to existing mental health systems or changes to the design of mental health programs.
16. May conduct or assist regional managers with site reviews of contracted programs; may testify in court regarding clients and treatment plans.
17. Performs studies, special projects, and assignments as directed by HHSA regional managers.
18. Provides responsive, high quality service to mental health clients, County employees, representatives of outside agencies, and members of the public by providing accurate, complete and up-to-date information, in a courteous, efficient and timely manner.
19. May develop proposals to obtain grants for specific mental health programs.

■ KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of:

- Supervision, leadership, and training methods and techniques.
- Provisions of civil service rules and labor agreements pertaining to supervisory responsibilities and tasks.
- Principles and practices used to plan, direct, coordinate, and evaluate mental health programs including concepts such as budgeting, human resources management, strategic planning, and grant development.
- Federal, state, and county codes, procedures, and laws governing the delivery of mental health services including Title IX programs and law.
- Federal, state, local, and private agencies that provide mental health and health and human services.
- Methods and techniques used to link federal, state, and local mental health and social services agencies with the needs of affected persons or clients who live in the local community.
- Clinical therapeutic and evaluation methods and techniques.
- Theory and practice of psycho-social rehabilitation treatment modalities such as individual and group therapy, crisis intervention, and diagnostic evaluation and assessment.
- Methods and techniques used to develop treatment plans and coordinate care or mental health service programs for clients.
- Psychotropic drugs and their manifestations.
- Cultural competence, diversity concepts, and skill development pertaining to service delivery for persons of diverse backgrounds.
- County customer service objectives and strategies.
- Telephone, office, and online etiquette.
- Basic operation of computers and software programs such as database management, word processing, spreadsheet, and electronic communication.
- The General Management System in principle and in practice.

Skills and Abilities to:

- Supervise, train, and evaluate the work of employees.
- Establish work performance standards and expectations and convey to assigned employees.
- Evaluate the work performance of assigned employees and prepare evaluations in a fair and consistent manner.
- Collect, compile, and analyze data thoroughly, completely, and accurately.
- Analyze issues and complex problems pertaining to mental health services and identify, define, and develop logical solutions and alternatives.
- Develop and design program objectives, procedures, and evaluation techniques.
- Coordinate components of programs with other agencies and programs.
- Organize and prioritize workload in order to meet timelines.
- Effectively communicate in written form when preparing reports and correspondence.
- Communicate effectively with a variety of individuals representing diverse cultures and backgrounds and function calmly in challenging situations, which require a high degree of sensitivity, tact and diplomacy.
- Treat County employees, representatives of outside agencies and members of the public with courtesy and respect.
- Provide prompt, efficient and responsive service.
- Exercise appropriate judgment in answering questions and releasing information; analyze and project consequences of decisions and/or recommendations.
- Use modern office equipment such as personal computers, printers, telephones, facsimiles, and copy machines.

■ EDUCATION/EXPERIENCE

Education, training and/or experience that demonstrate possession of knowledge, skills and abilities stated above. An example of qualifying experience is possession of a master's degree from an accredited college or university in psychology, counseling, social

work, or a closely related field, AND three (3) years of professional experience in a mental health program providing counseling and crisis intervention to a particular group or program under clinical supervision. Previous experience must have included at least one (1) year of administrative responsibility.

■ ESSENTIAL PHYSICAL CHARACTERISTICS

The physical characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of the classification(s). Reasonable accommodation may be made to enable an individual with qualified disabilities to perform the essential functions of a job, on a case-by-case basis.

- Continuous upward and downward flexion of the neck.
- Frequent: sitting, repetitive use of hands to operate computers, printers, copiers, telephones, cellular phones and other office equipment.
- Occasional: walking, standing, bending and twisting of neck, bending and twisting of waist, squatting, climbing simple grasping, reaching above and below shoulder level, and lifting and carrying of charts, case files, or other office items weighing up to 10 pounds.

■ SPECIAL NOTES, LICENSES, OR REQUIREMENTS

Licenses:

A valid California class C driver's license, which must be maintained throughout employment in this class, is required at time of appointment, or the ability to arrange necessary and timely transportation for field travel. Employees in this class may be required to use their own vehicle.

A current license by the State of California to practice as a Licensed Clinical Social Worker, Marriage and Family Therapist, Psychologist, or Psychiatrist, is required at the time of application and must be maintained throughout employment in this class.

Certificates/Registration

All applicants using a Psychiatrist, Psychologist or LCSW license to qualify for this position are required to have a National Provider Identification Number (NPI) at the time of employment, or proof of application must be provided within sixty (60) days of beginning employment. Incumbents are required to maintain the NPI throughout employment in this class.

Training Requirement

Incumbents must successfully complete training on Preventing and Responding to Assaultive Behavior (PARB) within the first 12 months of employment.

Working Conditions:

Work primarily takes place in an office environment; occasional work in the field. Work may involve frequent travel to locations within and outside of the county. Incumbents may have contact with clients who are severely disturbed and potentially violent and/or clients with a history of chronic mental illness and developmental disabilities as a dual diagnosis.

Background Investigation:

Must have a reputation for honesty and trustworthiness. Misdemeanor and/or felony convictions may be disqualifying depending on type, number, severity, and recency. Prior to appointment, candidates will be subject to a background investigation.

Probationary Period:

Incumbents appointed to permanent positions in this classification shall serve a probationary period of 12 months (Civil Service Rule 4.2.5).

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